avoid problems inherited with Electro-Magnetic switching equipment used hitherto.

(ii) Replacement of life expired equipment.

(iii) Intensive testing of exchange equipment and rectification of faults.

(iv) Vigorous monitoring of air-conditioning plants working in the exchanges.

(v) Laying of new junction, primary and secondary cables inducts to protect them from external damages.

(vi) Pressurisation of primary, secondary and junction cables to minimise cable break-down fault.

(vii) Rehabilitation of subscribers' fittings and DP boxes to minimise faults on the lines.

(viii) Replacement of overhead wires by insulated drop wires and underground cables o avoid faults due to kite stings birdnests etc.

(ix) Use of improved telephone instruments.

(x) Opening of public grievance cells at G.M. and Area Manager Offices to provide single outlet attention to subscribers.

Speedy Redressal of Railway Commuters' Grievances

946. SHRI HARVENDRA SINGH HANSPAL:

SHRI D. B. CHANDRE GOWDA:

Will the Minister of RAILWAYS be pleased state:

(a) whether Government have recently directed the Zonal Railway Administration to become more responsive to-deal with the grievances of the travelling public and also their speedy redressal;

(b) if so, the details of the guidelines issued in this regard; and

(c) what is the extent to which the Zonal Railways Administration will help the railway commuters in the redressal of their grievances?

THE MINISTER OF STATE OF THE MINISTRY OF RAILWAYS (SHRI MADHAVRAO SCINDIA): (a) Yes, Sir.

(b) and (c) A number of measures have been taken recently in regard to redressal of public grievances including the following:-

(i) Provision of new Grievance Booths at 45 major stations.

(ii) On-the-spot redressal of grievances,, wherever feasible.

(iii) The time taken for redressal of those grievances where investigations are necessary is being reduced.

(iv)Checks on public amenities at stations and on trains by officers and senior supervisors have been intensified.

(v) More decoy checks to detect and remove malpractices in reservation, ticket checking, etc. are being organized.

(vi) Studies of system deficiencies in areas generating a large number of public complaints for improving the functioning of the system are being undertaken. As a number of complaints pertained to the quality of meals served, a new system of service of meals in casseroles has been introduced which has been widely welcomed.

(vii) Rules for refund on tickets have been simplified.

(viii) At some major stations closed circuit television sets have been provided for giving uptodate information regarding the running of trains.

(ix) A drive was launched to minimise the incidence of loss and damage claims which has resulted in the new claims coming down by 7%.

(x) Analysis of complaints is being carried out on computers for the first time on some Railways now.

Share of education in Central/State budget

947. SHRIMATI KANAK MUKHERJEE: Will the Minister of HUMAN RESOURCE DEVELOPMENT be pleased to state the share of education in the Central and State budgets, State-wise, during the years 1985-86 and 1986-87?

THE MINISTER OF STATE IN THE DEPARTMENTS OF EDUCATION AND CULTURE IN THE MINISTRY OF HUMAN RESOURCE DEVELOPMENT (SHRIMATI KRISHNA SAHI): A statement is attached.

Statement

Share/Percentage of educaiton (Revenue Account Capital Account and Loans) of Education Departments to Total State/Central Budgets duiring the years 1985-86 *and* 1986-87

State/Untion Territory	1985-86	1986-87
1 2	3	4
1. Andhra Pradesh.	16.1	15.5
2. Assam	16.9	18.0
3. Bihar	19.1	15.2
4. Gujarat	20.5	18.1
5. Haryana	12.09	12.7
6. Himachal Pradesh	14.3	12.3
7. Jammu & Kashmir	10.5	NA
8. Karnataka	14.5	15.1
9. Kerala .	20.5	27.8
10. Madhya Pradesh	12.3	12.6
11. Maharasthra	13.6	14.0
12. Manipur .	20.0	NA
13. Meghalaya	14.6	12.8
14. Nagaland	11.6	10.7
15. Orissa .	14.5	16.0
16. Punjab .	15.9	15.4
17. Rajasthan .	19.2	16.0
18. Sikkim .	12.1	12.7
19. Tamilnadu.	16.0	17.8
20. Tripura .	13.2	13.3